

ADOBE® ACROBAT® CONNECT™ PRO MOBILE

VISUAL QUICK START GUIDE



GETTING STARTED WITH ADOBE ACROBAT CONNECT PRO MOBILE FOR IPHONE AND IPOD TOUCH

Overview

Attend Acrobat Connect Pro meetings using your iPhone or iPod touch. Download the free Adobe Acrobat Connect Pro Mobile application, and enjoy immediate access to meetings anytime, anywhere. Watch and listen to live presentations including real-time presenter webcam video, screen sharing demonstrations, and slide shows. You can see a list of others who are in the meeting with you, and collaborate with them using live text chat. Voice Over IP meeting audio will broadcast straight to your device over a WiFi or native 3G connection, or the meeting host can invite you to join a conference call.

System Requirements

- Mac and PC compatible
- iTunes
- Compatible with iPhone or iPod touch. Requires iPhone OS 3.0 or later
 - Certified on iPhone 3G, iPhone 3GS and iPod touch v2 and higher
 - iPhone 3GS or iPod touch v3 recommended due to improved hardware acceleration



Connectivity Requirements

View, Listen, and Talk

To simultaneously attend both the meeting and a conference call from an iPhone, both a cell and data signal are required:

- iPhone 3G or 3GS on 3G network or WiFi
- iPod touch if audio is broadcast using VOIP (iPod touch users need a phone to participate in a conference call)

View Only

In cases where the device has only 2G coverage, or when all audio is delivered over a conference call and the user is on an iPod touch, no audio will be available to the mobile user.

- iPhone 3G or 3GS if on Edge or lesser network
- iPod touch on WiFi when audio is conference call only (a separate phone is recommended so the user may view and listen)

Installation:

1. Open one of the following:
 - a. On a computer - iTunes > Applications folder
 - b. On your mobile device - App Store
2. Search for Connect Pro.
3. Follow the App Store steps to download the application.
4. For computer installation verify the downloaded Connect Pro Mobile app is selected for synchronization with your iPhone or iPod touch. Synchronize with the device. To verify an application is enabled for synchronization in iTunes:
 - a. Connect your iPhone or iPod touch to the computer and wait for the device to appear in the folder list in iTunes.
 - b. Click to select the connected device, and click to view the Applications tab.
 - i. Verify 'Sync applications' is selected
 - ii. Verify either 'All applications' or 'Selected applications', and 'Connect Pro' have selected check boxes.
5. Once synchronization is complete, the Connect Pro icon will appear on the mobile device. Mobile meeting attendance is now an option.



Attending a Meeting

Attend Connect Pro 7.x meetings using your mobile device. Meetings cannot be hosted from a mobile device. Use your iPhone or iPod touch to join a meeting that is run by someone hosting from a computer. Users familiar with Connect Pro Meetings will notice the functionality on the mobile client is a reduced set of capabilities vs. the desktop client. Mobile users will be able to participate in the following activities:

- Conference call (iPhone users only):
 - o Listen and speak, depending on how the host chooses to control audience participation in the broadcast
- Voice Over IP (VOIP):
 - o Listen only
- Screen Sharing:
 - o View content shared by the meeting host
 - o View in standard or landscape orientation
 - o Switch to full screen to maximize space for the shared content, zoom and pan to focus on an area of interest
- Chat:
 - o Receive and send public messages
 - o Receive private messages
 - o Submit messages to Q&A, and receive Q&A responses
- Web Camera Video:
 - o Watch and listen to meeting participant web camera video broadcasts
 - o Switch between multiple video streams if more than one camera broadcast is available

NOTE: In the current release of Connect Pro Mobile, there is no indication to the host that a user a mobile device participant. Host 'best practices' are outlined later in this document, and include recommendations to tailor activities when mobile participants are expected.

USING CONNECT PRO MOBILE

Meeting Login

Each time Connect Pro Mobile opens, the application screen appears for a few seconds, followed by the login screen.

Enter Meeting URL:

1. Enter the meeting address.
 - a. Tap to type, or copy and paste the meeting URL here. The prefix 'http://' or 'https://' is not required. It will be added automatically if omitted.
2. Tap Next.

NOTE: The next time the mobile app is opened, the URL from the previous meeting will display. Clear the entry and start over, edit the entry, or use it again to attend the same meeting.

Enter the Meeting as Guest or Member:

1. Registered users of this Connect Pro server, who have a username and password to enter, select 'Member'.
 - a. Enter your full login name and password.
2. Guest users are those with no login or password to this server.
 - a. Enter the desired display name. The display name will be seen by all meeting participants.
3. Tap Next.

NOTE: Whether Guest or Member is selected; the information will be recalled the next time a meeting is attended. Reuse the cached entries when they appear, or clear them and enter new user information as needed.



Meeting Connection

Wait for a connection to the meeting. Once connected, the Meeting will open to the Chat or Screen share view, depending on the current meeting activity. While awaiting entry into a room, a series of messages will be displayed, showing the entry request is active.

A typical successful string of notices will indicate:

- Connecting, starting session
- Connecting, requesting room info
- Connecting, connecting to the meeting
- Waiting, for host approval

If errors are encountered when connecting, a description of the issue will appear. Possible errors:

- Login and password problem
- Network problem
- Room URL or ID problem
- Guest access denied
- Guest access blocked
- Cancelled Login
- The meeting has ended
- Removed by host
- The meeting has not yet started
- Network error
- Connection error
- Unexpected error

Attending Connect Pro Mobile Meetings

There are three modules and a teleconferencing dialing capability within Connect Pro Mobile. The modules are Chat, Screen, and Camera. An iPhone user with a 3G or better connection can optionally join a teleconference through the app if a conference call is integrated with the meeting. iPod touch users can also join the teleconference, but require a phone to do so.

Navigating in Connect Pro Mobile:

All modules are available to a mobile user when the corresponding content or activity is available in the Connect Pro Meeting. To navigate in Connect Pro Mobile, simply select an active module – shown as buttons at the bottom of the app – at any time.

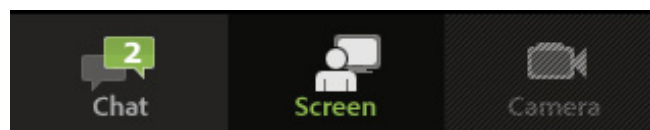
Moving Between Modules

White icon: Module available. Tap to view the activity.

Gray icon: Module unavailable. The activity is not currently offered by the host.

White icon with green text: The module that is the current, active view.

White Chat icon with green callout and a number: There are one or more Chat messages to be viewed.



Navigating the Device while in Meetings

As with the majority of apps on the iPhone and iPod touch, when a user switches from the app to the Home screen, the application will close. This is also true of movement from Connect Pro Mobile to the Phone controls on the iPhone. Avoid switching to Phone or Home when attending a Connect Pro meeting from a mobile device.

Selecting the 'off' / hold button on the phone does not exit the meeting, but instead allows the device to be locked while still attending a meeting.

Integrated Conference Calling Options

When mobile users attend Connect Pro meetings with integrated conference calling, all mobile attendees will see a telephone icon in the title bar of the app. This tappable telephone provides the 'Join teleconference' option, from which mobile users can join the meeting's conference call. 'Join teleconference' takes advantage of Connect Pro Mobile's call-my-phone capability, a major advantage of which is that users do not need to know a dial in number, participant code, or passwords for the meeting; the meeting dials out to each user, bypassing entry code steps.

There are two options for dialing using integrated telephony. Join the meeting first, or join the teleconference first. Joining the meeting first is the recommended method.

Option 1: Join Meeting then Join teleconference

1. Navigate to the Connect Pro app, and login to the meeting from Connect Pro Mobile.
2. Click the white telephone icon, found in the upper right hand corner.
3. Enter your phone number and select 'Call my phone'

NOTE: iPod touch users can use the call-my-phone feature to input the number of a telephone device the user may access in addition to the iPod touch device.

4. Accept the call, and respond to any prompts from the conference call provider.
5. Click the Home button / return to the Home screen of the iPhone while the call remains active.
6. Click Connect Pro to open the Connect Pro Mobile app.
 - a. The app will remember the login details entered moments ago, and return the meeting immediately, without any login requirements.

NOTE: There is a limitation on the iPhone with phone-integrated applications: it is necessary to join the meeting again once the call is accepted. The benefit of using this option is you do not have to enter dialing numbers or codes.

7. Back in the mobile meeting, the telephone icon now appears highlighted with a green halo. The meeting and the conference call are both active. Call audio is heard through the phone speakers or attached headphones.
8. Use the telephone icon for call controls, rather than returning to the Phone function on the iPhone. Click the telephone icon to:
 - a. 'Mute' and 'Un-mute' the phone's microphone and remain in the meeting.
 - b. 'Hang up' your phone and remain in the meeting.

NOTE: Do not click the Home button or otherwise return to the home screen in an attempt to manage Phone audio. Moving to the Home screen will close the Connect Pro Mobile app. Connect Pro Mobile provides the controls to 'Mute' and 'Hang up' so that the Phone can be controlled without closing the app.

Addressing Inbound Calls: If another call comes in to the iPhone while you are in a meeting and on a conference call, tap to 'Ignore' the incoming call to remain connected to the meeting and conference call. If 'Hold call and answer' is tapped, to take the incoming call, the iPhone will remain connected to the meeting conference call but will disconnect from the Connect Pro Mobile meeting app. Return to the Home screen and join the Connect Pro Mobile meeting once again to resume participation in Chat, Screen viewing, and Web Camera viewing.

Option2: Dial the Conference Call Number First

1. Dial the conference number provided by the meeting host, either manually or with a tap on the number in an email message or contact.
2. Once on the call, navigate to Home.
3. Open the Connect Pro Mobile app and login to the meeting.

NOTE: To join both a Connect Pro meeting and a telephone conference call from a single iPhone device, minimum connectivity requirements must be met. See System Requirements section above.



Chat

The three modules in Connect Pro Mobile are shown as buttons at the bottom of the app: Chat, Screen, and Camera. When the mobile user enters a meeting, either the Chat or Screen area will be active, depending on the current meeting activity. If a host or presenter is not sharing a screen or slides at the moment the user joins, then the Chat module will be active.

The Chat module in Connect Pro Mobile provides two primary functions: a list of the attendees currently connected to the meeting, and a chat forum where attendees, hosts, and presenters may submit and respond to messages.

Chat Attendee List

The Chat module displays a list of all those who are connected to the meeting, and includes the name and role of each person. Hosts and presenters are displayed with gold icons, while attendees are blue. Telephone connections are shown in gray. For each connected user, the registered 'Member' name, 'Guest' name as typed, or the phone number of a dial-in connection is displayed in the list.

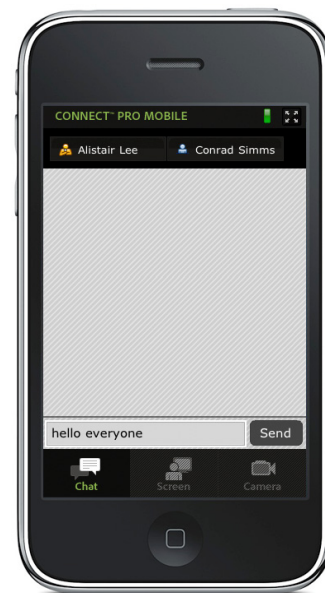
In portrait view, users are displayed across the top of the Chat window. Swipe right-to-left to view all meeting attendee names. In landscape view, users are displayed across the left of the Chat window. Swipe up and down to view all meeting attendee names.

Chat Window and Text Input

The Chat Window displays all text entries for this meeting. Messages entered prior to a user's arrival to this meeting will display and can be reviewed in the Chat Window.

To enter text and participate in Chat:

1. Tap the text input box. The keyboard appears.
2. Type your message using the keyboard.
3. Tap 'Send' to send your message to the Chat Window. All meeting users will see your message immediately.
4. Tap 'Done' if you no longer wish to see the keyboard.



NOTE: Q&A and Private Messages. A user cannot send 'private' Chat messages from the Connect Pro Mobile client. Mobile users can only send public messages, including those submitted into a 'Q&A Chat' pod. Private messages can, however, be received by mobile users. Private Chat messages display in red text in the Chat Window, as in the desktop Connect Pro client.

The mobile user receives Public and Private Chat messages whether or not the Chat module is active. Chat messages can therefore be read in real time, while the Chat module is active, or at will, when the user returns to Chat after watching the Screen or Camera modules.

To view Chat Messages:

1. Read messages in the Chat Window as they arrive in real time.
2. Swipe up or down to view the full Chat Window, which may display messages sent before the user arrived.
3. While observing activity in the Screen or Camera modules, watch for the Chat button to change. If Chat messages are sent while other modules are active on the mobile device, the mobile user will see a green chat bubble that contains a number, representing the number of chats 'missed' while not watching the Chat Window.
 - a. At any time, the mobile user may switch between modules to review missed messages, participate in Chat, and then tap to return to the Screen or Camera view as desired.

NOTE: Multiple Chat Pods. If the host chooses to display more than one Chat pod in the Connect Pro Meeting layout, all Chat pods are available to mobile attendees. It is not recommended as a best practice that hosts display multiple Chat pods in a single layout if mobile attendees are anticipated. On the mobile client, the Chat Window will react as text entries are received, and display the most recent Chat activity across all Chat pods. The mobile user's Chat button, when selected, will display a pop-up list of all open Chat pods. The user may choose which Chat pod to review. However, as soon as new text is entered in one of the Chat pods, the mobile user's Chat view will respond.

Screen

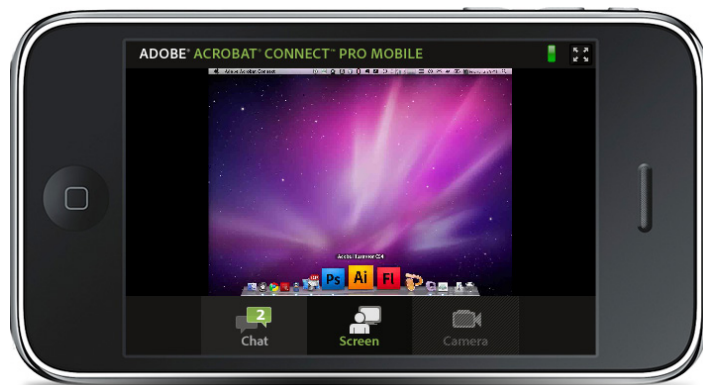
The 'Screen' module in Connect Pro Mobile provides the user with a view of items shared using the Sharing pod in a Connect Pro Meeting. When a mobile user enters a meeting, Screen will be the active module if the host is sharing content. Subsequently, navigation within the mobile app is not dictated by host activity. For example, if the mobile user watches Screen sharing for some time, then switches to view Chat, the mobile user will not be prompted to return to the Screen area if a slide changes or Screen share activity shifts. After the mobile user first enters the app, the user is able to manually switch views.

NOTE: A mobile device connection is typically slower than a desktop connection. The host who expects important mobile attendees should anticipate a slight delay of content delivery to mobile clients, and pace the presentation accordingly. See Known Issues document for more information on Screen Sharing considerations with a mobile audience.

When the host is sharing content, the Screen module is available. To view Screen activity, tap the Screen button. Types of content a host can share include the following:

- Desktop
- Specific applications
- PDF Documents
- PowerPoint (PPT, PPTX, or Adobe Presenter content)
- FLV
- Images

NOTE: some Sharing activities such as markup, the use of SWF files, etc. are not supported in the current mobile client. Review the Connect Pro Mobile Known Issues document for considerations.



Screen Viewing Options

- Portrait and landscape views are both available in the Screen module. Mobile users may rotate the Screen view according to how the displayed content best fits the device.
- Full Screen view is available from the four-way arrow in the upper right of the Connect Pro Mobile app. Full Screen view eliminates the title bar and module buttons, so that more space is available to view the shared content. Tap the four-way arrows again to exit Full Screen view.
- Use iPhone and iPod touch pan and zoom controls to zoom in or out on shared content of interest.

If the host stops sharing while a mobile user is in the Screen module, the Screen window and button both dim on the mobile client. Tap the Chat or Camera module to switch to another view.

NOTE: Mobile users cannot initiate screen sharing. Connect Pro Mobile participants are 'view-only' participants of screen sharing activities.

Camera

The third module in the Connect Pro Mobile app is the Camera. When a host or other desktop participant of the meeting actively shares a web camera feed in the Camera and Voice pod, mobile users receive a live video feed of all web camera activity. The user can switch between any number of shared cameras to watch meeting presenters speak. Only desktop participants can share their web camera video with others. Mobile users are able to view camera video only.

Viewing One or More Video Camera Feeds

The Camera button turns white when there are one or more people broadcasting web camera video in the meeting. Tap the Camera button to view web camera video.

If more than one person is broadcasting web camera video, arrows will appear below the video image. Click the arrows to pan through all available camera images.

View Orientation Options:

- Full Screen, Portrait, and Landscape views are available. Tap the four-way arrows to remove the title bar and module buttons from view. Full Screen provides a clean viewing experience. Tap the four-way arrows to exit Full Screen view.
 - o Full Screen view in Camera does not enlarge the video to populate the entire device.
- Pan and zoom are not available when viewing Camera video. The Connect Pro Mobile app selects a 'best fit' size and shape based on the device orientation.

If the host stops all Camera and Voice pod activity while a mobile user is in the Camera module, the Camera window and button dim on the mobile client. Tap the Chat or Screen module to switch to another view.



NOTE: Connect Pro Mobile does not dictate which one of multiple web camera video feeds is displayed to the mobile user. If more than one camera is active, the mobile user must tap the arrows to scroll through and view the active speaker.

NOTE: If the video image is not moving, but the mobile client connection is good, the user sending a web camera image may have chosen to display a frozen frame rather than a live broadcast. The person sending the video feed controls live action camera activity for his own image. The image will move when the broadcaster once again sends live action video.

Exit the Meeting

Mobile participants can exit the meeting by moving to the Home page of the iPhone or iPod touch.

If a user is still in the Connect Pro Mobile client when the host selects the option to 'End Meeting', then the mobile user's meeting module view will close, and a white Connect Pro Mobile screen will appear, and display the custom 'End Meeting' message as entered by the host. The user can then switch to the Home page of the device to exit Connect Pro Mobile.

Selecting the 'off' / hold button on the phone does not exit the meeting, but instead allows the device to be locked while still attending a meeting.

Unintentional Exit Considerations:

- If the data signal is lost, the Connect Pro Mobile client may quit, and the user will need to start the login over again to re-enter the meeting.
- If the user accepts an incoming phone call, then the Connect Pro Mobile client will quit. The user will need to return to the mobile app to re-enter the meeting.
- If a text message arrives, it can be read when it is first displayed on the screen. The mobile user must click 'Close' to continue with the Connect Pro Meeting. If the user taps to 'Reply' to a text message the meeting connection will be closed, as will the mobile app, and the user will move to the 'Messages' interface on the iPhone.

HOSTING A CONNECT PRO MEETING WITH MOBILE ATTENDEES

Meeting hosts must keep in mind that the experience of the mobile audience is different in some ways from the desktop client audience. Below are some considerations, recommendations, and best practices for meeting hosts who anticipate a mobile audience.

- You cannot host a Connect Pro Meeting from the mobile client. You must host from a desktop or laptop computer to functionally control the meeting.
- In the current implementation of Connect Pro Mobile, the application cannot inform the meeting host of the device(s) in use by the audience to connect to the meeting.
 - Best Practice: hosts may wish to ask for feedback from the audience - in the Chat pod - to discover whether anyone is attending from a mobile device
- Mobile users are only able to participate in or view Chat, Screen Sharing, and Camera and Voice pod activities.
 - Key Best Practice: use a standard 'Share' layout, which includes a single Chat pod, single Share pod, and the Attendee list. If the Note pod is kept in the standard layout, be aware of the fact that mobile users will not see this pod.
 - Best Practice: If pods that do not broadcast to mobile users are displayed during your meeting, inform the audience of the activity both verbally and through Chat, and provide mobile users with alternate instructions to participate through Chat if possible, or to wait for supported meeting activities to resume.
 - Best Practice: Use a single Share pod per layout.
- If you use multiple Share pods in a single layout, the application has a built in algorithm to choose which Share is broadcast to mobile users. Mobile users will only see a single Share pod at a time, and are not presented with the option (as in the Chat pod) to switch between multiple Screens. See the Known Issues document for more details on how the app handles multiple Share pods in a single layout.
 - Best Practice: Use a single Chat pod per layout.
- Review the Chat section to understand how multiple Chat pods are displayed to the mobile user, and how activity across two concurrent Chat pods is handled by the app. Mobile users may find it an advanced activity to monitor and participate in activity across multiple Chat pods.
- Mobile users are not able to see all PowerPoint animations, the Share 'Pointer' arrow or Whiteboard markup.
 - Best Practice: When hosting a meeting with an anticipated mobile audience, keep the presentation slides simple, and spread 'builds' across slides rather than animating them on a single slide. All users will then see each step of the presentation builds, regardless of the device in use.
 - Best Practice: Continue to use the pointer and whiteboard tools to highlight items as you speak, to enhance the presentation for desktop users, but be aware that mobile users will not see these activities. For example, do not use the whiteboard as the primary demonstration tool to draw a concept, because mobile users will not receive this information.
- In most cases, mobile users have a much slower connection to the meeting versus the desktop audience.
 - Best Practice: Anticipate a delay for mobile attendees when slides and screen share activities change. Tailor the presentation to account for this delay when the visual activity is critical to the delivery of the presentation.
 - Best Practice: When sharing FLV, movies under one minute in duration are recommended when a mobile audience is anticipated.
- Best Practice: If you plan to use a conference call along with your meeting, setup the meeting to use integrated teleconferencing so that mobile users can take advantage of easier dialing options.
- Best Practice: If mobile app users are also dialing in, merge the participant's name with his phone number in the Attendee list whenever possible, so the active speaker indicator is linked to a person rather than a phone number.
- Best Practice: Record your meeting where appropriate, and email all attendees a link to the recording so that mobile users can review portions they may have missed in their transitive state.

NOTE: It's recommended that any meeting host who is expecting a mobile audience read the Known Issues document available on connectusers.com

For more Adobe Acrobat Connect Pro Mobile community resources, visit www.connectusers.com.

